IN THE CLAIMS:

29.   (Currently Amended) A method of processing a telephone call from a caller, the method including:

receiving the telephone call;

identifying a telephone number associated with the ~~received~~ telephone call;

retrieving information about the caller based on the ~~identified~~ telephone number;

generating <u>code that is used to display</u> a web page containing the ~~retrieved~~ information, wherein the web page ~~has an~~ <u>is</u> associated <u>with an</u> identifier; and

transmitting the identifier associated with the web page to an agent selected to answer the ~~received~~ telephone call.

30.   (Currently Amended) The method of claim 29, including displaying the web page to the ~~selected~~ agent.

31.   (Currently Amended) The method of claim 29, including establishing a connection between the caller and the ~~selected~~ agent.

32.   (Currently Amended) The method of claim 29, wherein the identifier associated with the web page <u>is</u> ~~the~~ <u>a</u> uniform resource locater (URL) ~~of the web page~~.

33.   (Currently Amended) The method of claim 29, including selecting the agent to answer the received telephone call before transmitting the identifier associated with the web page.

34.   (Currently Amended) The method of claim 33, wherein the agent is selected based on the ~~retrieved~~ information about the caller.

35.   (Currently Amended) A system for processing a telephone call from a caller, the system including:

a receiving mechanism to receive the telephone <u>call</u>;

an identification mechanism to identify a telephone number associated with the ~~received~~ telephone call;

a retrieval mechanism to retrieve information about the caller based on the ~~identified~~ telephone number;

a web page generating mechanism to generate <u>code that is used to display</u> a web page containing the ~~retrieved~~ information, wherein the web page has an associated identifier; and

a transmission mechanism to transmit the identifier associated with the web page to an agent selected to answer the ~~received~~ telephone call.

36.   (Currently Amended) ~~A~~ <u>The</u> system ~~as claimed in~~ <u>of</u> claim 35, including a display mechanism for displaying the web page to the selected agent.

37.   (Currently Amended) A ~~The~~ system ~~as claimed in~~ of claim 35 including a connection device to establish a connection between the caller and the selected agent.

38.   (Currently Amended) A ~~The~~ system ~~as claimed in~~ of claim 35 including a selection mechanism to select the agent to answer the call.

39.   (Currently Amended) A ~~The~~ system ~~as claimed in~~ of claim 38, wherein the selection mechanism selects the agent based on the retrieved information about the caller.

40.   (Currently Amended) A machine-readable medium having stored thereon a sequence of instructions that, when executed by a machine, causes the machine to:

receive a telephone call from a caller;

identify a telephone number associated with the ~~received~~ telephone call;

retrieve information about the caller based on the ~~identified~~ telephone number;

generate <u>code that is used to display</u> web page containing the ~~retrieved~~ information, wherein the web page ~~has an~~ is associated <u>with an</u> identifier; and

transmit the identifier associated with the web page to an agent selected to answer the ~~received~~ telephone call.

41.   (New) The method of claim 30, wherein the web page includes an interactive web page that enables the agent to access additional information.

42.   (New) The method of claim 30, wherein the identifier associated with the web page is communicated to an agent desktop application that retrieves and displays the web page.

43.   (New) The system of claim 36, wherein the display mechanism displays an interactive web page that enables the selected agent to access additional information.

44.   (New) The system of claim 35, wherein the transmission mechanism communicates the identifier associated with the web page to an agent desktop application that retrieves and displays the web page.

45.   (New) A system to process a telephone call from a caller, the system including:

   a first means to receive the telephone call;

   a second means to identify a telephone number associated with the received telephone call;

   a third means to retrieve information about the caller based on the identified telephone number;

   a fourth means to generate code that is used to display a web page containing the retrieved information, wherein the web page has an associated identifier; and

a fifth means to transmit the identifier associated with the web page to an agent selected to answer the telephone call.